

S/N 09/604,199



PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant:	Robert Joyce et al.	Examiner:	Lashonda T. Jacobs
Serial No.:	09/604,199	Group Art Unit:	2157
Filed:	June 27, 2000	Docket No.:	2046.008US1
Title:	SYSTEM AND METHOD FOR AUTOMATED AND CUSTOMIZABLE AGENT AVAILABILITY AND TASK ASSIGNMENT MANAGEMENT		

**AMENDMENT & RESPONSE WITH A REQUEST FOR CONTINUED EXAMINATION  
UNDER 37 C.F.R. 1.114**

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

In response to the Final Office Action mailed October 4, 2005, please amend the application, consider the remarks herein, and grant a request for continued examination.

This response is accompanied by a Petition, as well as the appropriate fee, to obtain a one-month extension of the period for responding to the Final Office Action, thereby moving the deadline for response from January 4, 2006 to February 4, 2006.